

## SC DMH Client Advocacy Report February 2011

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	12	20
Harris	13	33
Morris Village	5	11
Hall	3	3
Tucker	4	4
Forensics (GEO & Bldg. 1)	9	21
Mental Health Centers	40	65
<b>Total</b>	<b>86</b>	<b>157</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	66	150
Information, Referral & Other Assistance <sup>1</sup>	23	29

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	18	2	12	15	32
2) Admission & Discharge	14	3	2	11	19
3) Information & Advocacy	7		4	9	11
4) Physical Environment	3	2		2	5
5) Inpatient Rights	15	9		11	24
6) Personal Property & Money	8	2	5	10	15
7) Confidentiality & Consent	3		4	5	7
8) Treatment	16	3	48	38	67
9) Other Rights Issues	4	1	5	4	10
<b>Total<sup>5</sup></b>	<b>88</b>	<b>22</b>	<b>80</b>	<b>105</b>	<b>190</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	2	1			3
b. Excessive Restraint, Seclusion & PRNs	5			2	5
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	9	1	12	12	22
e. Neglect	2			1	2
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	9	2		5	11
b. Community Placement (where)	1		2	2	3
c. Periodic Court Review	2			2	2
d. Questions, Education & Other	2	1		2	3
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	5		3	6	8
b. Access to Legal Resources	2		1	3	3
c. Questions, Education & Other					
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	1				1
b. Linens, Clothes & Toiletries	1	2		1	3
c. Disrepair of Physical Plant					
d. Cleanliness of Facilities	1			1	1
<b>5) Inpatient Rights</b>					
a. Privacy		1		1	1
b. Safety	1				1
c. Freedom, Privileges & Fairness	7	5		6	12
d. Communication	3	1			4
e. Health Care	4	2		4	6
<b>6) Personal Property &amp; Money</b>					
a. Property	4			4	4
b. Money, Entitlements, Rep. Payee	3	2	2	3	7
c. Billing Issues	1		3	3	4
d. Other Non-DMH Issues					
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information			1		1
b. Breach of Confidentiality	3		3	5	6
c. Issues of Consent, Confidentiality, etc.					
<b>8) Treatment</b>					
a. Eligibility for Services			10	8	10
b. Accessibility to Staff & Treatment	1		26	14	27
c. Individualized, Client-Driven	13	3	11	15	27
d. Right to Refuse Treatment	2		1	1	3
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		1			1
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.	1				1
d. Voting					
e. Housing	1		3	3	4
f. Legal assistance for Non-DMH issues	1		2	1	3